

The Treasury Shared Neutrals (TSN) program assists organizations in resolving workplace disputes through education and training as well as alternative dispute resolution services—including mediation, facilitation, and coaching. The TSN program is designed to empower federal employees to improve their working environment by responding appropriately to conflict and resolving disputes at the earliest stages possible.

Alternative Dispute Resolution

Alternative dispute resolution (ADR) is a process in which a third-party neutral assists disputants to reach an amicable resolution through various techniques. ADR describes conflict negotiation approaches that avoid the cost, delay, and unpredictability of the traditional adjudicatory processes while improving workplace communication and morale.

Mediation as an ADR Technique

Mediation is an effective, collaborative technique used for the majority of disputes. The process focuses on the

parties' real interests, values, and concerns. A neutral, third-party mediator guides the parties through the problem-solving process in an effort to reach mutually beneficial solutions.

In some instances, mediators use a team approach for depth of knowledge and experience at the mediation table. This approach enriches the process for all parties.

TSN Mediators

The TSN program retains a pool of certified mediators who provide assistance to federal organizations upon request. TSN mediators are trained in the art of mediation and serve on a collateral-duty basis. TSN mediators must obtain certification and maintain their skills through mediating and annual training requirements.



TSN Program Oversight

As a Department of the Treasury program, the Office of Civil Rights and Diversity has policy oversight for the TSN program.

For fiscal years 2010 and 2011, the Office of the Comptroller of the Currency has been delegated administrative oversight responsibility, including:

- Coordinating requests for TSN services.
- Establishing certification standards for all neutrals.

Requesting TSN Services

Federal employees who are experiencing workplace conflict or problems may use the services of the TSN program. In order to learn more about the TSN program, please contact your Equal Employment Opportunity (EEO)/ADR program director or manager.

To request TSN services during fiscal years 2010 and 2011, EEO/ADR program directors or managers should contact:

tsnmediatorrequests@occ.treas.gov



Department of the Treasury
1500 Pennsylvania Avenue, NW
Washington, DC 20220

September 2010

Treasury Shared Neutrals

**Solving Workplace
Problems Together**

